



# Montgomery County Council

*From the office of Councilmember Marilyn Praisner*

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**News Release**

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## **PRAISNER CRITICIZES COMCAST FOR LAGGING ON INFO, REBATES FOR ISABEL SERVICE LOSSES**

Councilmember Marilyn Praisner, chair of the Council's Management & Fiscal Policy Committee, today criticized Comcast for non-compliance with a legal requirement that they send information to customers about rebates they are entitled to for service losses incurred during Hurricane Isabel.

For Comcast, the County's largest cable television provider, the rebate failure is just the most recent in a litany of complaints against the company that include poor customer service and construction violations.

"As a result of the destructive power of Hurricane Isabel and other recent storms, thousands of County residents not only lost power, but also experienced a loss of cable service," said Councilmember Praisner. "There has been some confusion as to what consumers are entitled to receive as a result of these outages and how to request a credit adjustment for a loss of cable service.

"Under terms of a class action settlement, which resulted from an ice storm in 1999, Comcast is required to include specific information on their monthly bills as to how customers who suffered a loss of cable television can request credits. Comcast customers are currently receiving those bills and that information is nowhere to be found. Customers contacting Comcast representatives about the credits have received conflicting information about what they are entitled to."

Unlike other utilities, where customers pay after using services, cable bills are pre-payments. Credit adjustments are available to customers on a day-for-day basis according to the number of days without service and a customer's particular service level. Customers must contact their cable provider individually  
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to request a credit. Comcast's customer service office can be reached by calling 301-424-4400. Starpower's customer service office can be reached by calling 1-877-782-7769.

The Office of Cable and Communication Services is responsible for responding to consumer complaints and for resolving issues regarding cable and communications technology for Montgomery County Government. For assistance with this issue, cable customers can contact Mr. Keith Watkins, Investigator, at 240-777-3793.

The Management and Fiscal Policy Committee will review this issue along with other customer service issues during its next quarterly review with both cable providers which is tentatively scheduled to take place on November 17 at 2:15 p.m. at the Council Office Building in Rockville

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